



Cancellation and Reschedule Policy

At Hope Neurology it is our goal to provide quality neurological care in a timely manner. Recognizing that everyone's time is valuable, and the appointment time is limited, the Physicians and Practitioners at Hope Neurology have implemented a no show and cancellation policy as of January 1, 2021.

The following policy is regarding patients who fail to keep their scheduled office visit, online telehealth, procedure, or infusion appointments. Each time an appointment is missed without providing proper notice, another patient is prevented from receiving care.

Please be courteous and call Hope Neurology promptly if you are unable to keep your appointment. This time will be reallocated to someone who is in urgent need of care. Available appointments are in high demand and your early cancellation will give another person the possibility to have access to timely care.

- ❖ Patients who fail to show for their scheduled appointment, are 15 minutes late or more, or did not notify the office within 48 hours of their scheduled appointment time shall be subject to a "No Show/Cancellation" fee of \$50.00. Those who are more than 15 minutes late will be rescheduled to the next available time.
- ❖ This Fee is not covered by insurance and must be paid prior to your next appointment.

How to cancel your appointment

To cancel or reschedule your appointments, please call Hope Neurology at 865-218-6222. If you leave a message, please provide your name, date of birth, date of appointment, reason for cancellation and rescheduling request.

By signing below, you acknowledge that you have received this notice and understand the policy.

Patient Signature

Patient Name (Printed)

Date